

**Subject:** Fwd: 8x8  
**From:** Suzanne Holley <sholley@ccala.org>  
**Date:** 08/28/2017 09:49 PM  
**To:** Elisabeth Cutler <ecutler@downtownla.com>

Let's touch base tomorrow about what your thoughts are on the service center.  
Thanks.

Begin forwarded message:

**From:** Tina Oh <[toh@ccala.org](mailto:toh@ccala.org)>  
**Date:** August 28, 2017 at 10:38:38 AM PDT  
**To:** Suzanne Holley <[sholley@ccala.org](mailto:sholley@ccala.org)>  
**Cc:** Elisabeth Cutler <[ecutler@downtownla.com](mailto:ecutler@downtownla.com)>, Nhien Lasky <[nlasky@ccala.org](mailto:nlasky@ccala.org)>  
**Subject:** RE: 8x8

I received a quote and contract to begin with 8x8. They recommend that we sign soon so they can order the phones for us. Have you received anything from 8x8? I want to make sure our timing works.

Thanks!

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**From:** Suzanne Holley  
**Sent:** Monday, August 21, 2017 3:59 PM  
**To:** Tina Oh <[toh@ccala.org](mailto:toh@ccala.org)>  
**Cc:** Elisabeth Cutler <[ecutler@downtownla.com](mailto:ecutler@downtownla.com)>; Nhien Lasky <[nlasky@ccala.org](mailto:nlasky@ccala.org)>  
**Subject:** RE: 8x8

Yes - I do believe we need to do this all at the same time. Elisabeth and Jose have been looking at this for some time. I think it becomes complicated because Tierzero also supplies phones and internet to our Service Center. I've asked Elisabeth to proceed with determining what the process needs to be. I think we should do what we need to do to execute the 8x8 contract because I believe that there is a lead time on the phones.

So next steps:

- ask for contracts from 8 x 8
- Elisabeth will determine process for Service Center (my thinking is that 8x8 may need to provide another contract for that facility)

Thanks.

Suzanne

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**From:** Tina Oh  
**Sent:** Monday, August 21, 2017 2:39 PM  
**To:** Suzanne Holley  
**Cc:** Elisabeth Cutler; Nhien Lasky  
**Subject:** 8x8

Hi Suzanne,

I just talked to Daniel from 8x8. We are trying to move forward with purchasing phones with them and start service with them. Since we are on the same TierZero account, Daniel thought we would need to drop service with TierZero at the same time. Do you know anything about this?

Thanks!

Tina